From Blackboard to Canvas:

Your questions answered

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Access to Canvas

When will we transition to Canvas?

From September 2025, all courses at The University of Manchester will go live using Canvas. Some programmes that do not follow the traditional academic calendar are currently live with teaching courses in Canvas.

Selected TNE courses started teaching with Canvas in February 2025. Executive Education courses began their teaching rollout in March. GMBA programmes started teaching using Canvas in June 2025.

When will I get access to Canvas?

All colleagues now have access to Canvas and should have a sandbox space to explore and familiarise yourself with the platform. Local communications have been shared to advise how you can access the platform. Access Canvas here https://canvas.manchester.ac.uk.

If you do not have a sandbox space, you can contact your local eLearning team for further support.

- **Faculty of Biology, Medicine and Health** https://elearning.bmh.manchester.ac.uk/canvas/
- **Faculty of Humanities** https://sites.manchester.ac.uk/humteachlearn/canvas-readiness/#training
- **Faculty of Science and Engineering** https://www.teachingcollege.fse.manchester.ac.uk/canvas
- **Other areas of the university** https://uom.link/non-faculty-support

How do we add academic colleagues to a course when co-teaching?

You will need to speak to your Curriculum and Programmes team in TLSE to arrange adding people to your courses.

How will external colleagues get access to Canvas? (e.g., new moderator/external examiner/TA/NHS teaching staff)

Canvas is integrated with our university systems to ensure accounts are created for appropriate colleagues.

Your local eLearning team will be able to advise further on any queries related to specific staff groups. Please contact for further support.

- **Faculty of Humanities** https://www.staffnet.manchester.ac.uk/humanities/teaching-support/elearning/help/
- **Faculty of Science and Engineering** https://connect.manchester.ac.uk/esc
- **Faculty of Biology, Medicine and Health** https://elearning.bmh.manchester.ac.uk/about/

Will there be a button on StaffNet that takes you directly to Canvas?

There is now a Canvas button on the StaffNet homepage. We are working with communications teams across the university to clearly link colleagues and students to Canvas and supporting information.

Will it be possible to make 'closed' areas on Canvas, (e.g. to School or Department specific training)?

Similar to how 'Community spaces' were created using the MLE-CI in Blackboard, users will be able to create courses and enrol students and colleagues to these courses in Canvas. We would advise speaking to your local eLearning team to understand the best way to do this in your area.

Can we have an Administrative Plus role on Canvas to alter course start dates for PGCE courses?

Admin roles have now been provisioned for colleagues. If there are any issues with the roles provisioned, speak to your local T&L Manager to raise a ticket via Connect.

How will this change any learning that links through to Blackboard to be completed? Will we still need to use Canvas for these as well as the Training and Development page?

Blackboard will be completely retired in October 2025 and will no longer be accessible.

Any external links to Blackboard will no longer work. All Training and Development courses currently hosted on Blackboard will need to move over to Canvas (or an alternative platform).

Accessibility

Has the issue with Text Headers feature in Modules meeting basic accessibility guidelines been resolved?

The project team has noted this issue with the Text Headers feature and will perform some internal checks and report to the Accessibility Team at Instructure (Canvas's supplier).

Will oversights in basic accessibility be addressed before the University's official launch of Canvas?

We contacted Instructure in December 2024 to ask them about when they are planning to perform an assessment of their platform against WCAG 2.2 (Web Content Accessibility Guidelines) and publish an up-to-date accessibility statement. We also asked about the provisions they are making in their product roadmap to resolve instances of partial compliance and non-compliance.

The response stated they are actively working on a new accessibility statement that will report compliance against WCAG 2.2. They are also aiming to be compliant by the start of the 2025/2026 academic year.

We will continue to monitor their progress on these items and request regular updates in the run up to the start of the next academic year.

Can Canvas accommodate extra time for DASS students during tests?

Yes. Once you have created and published your test/quiz, you will see the "Moderate this quiz" option. From here you can edit individual students to provide extra time.

Alternatively, groups of students who will all be assigned the same time extension can be managed via 'Sections' or 'Diff tags'. Your eLearning team will be able to advise how to set this up.

Benefits to staff

What benefits does Canvas offer to colleagues?

Colleagues can expect to see several improvements in the move to Canvas, including:

- Reliability: Canvas is more stable than Blackboard, meaning fewer outages and faster resolution of issues.
- Regular updates: Instructure (Canvas's supplier) regularly improves performance, functionality, and accessibility. This is something we don't get with Blackboard.
- Mobile-friendly: The native app allows you to do tasks like marking directly on your phone or tablet, without the need for a laptop or desktop.
- Cleaner interface: Easier to navigate, meaning fewer student queries and more time for teaching.

Blackboard switch-off

When will Blackboard be switched off?

Blackboard will be permanently switched off to staff and students on Friday 17th October 2025.

What will happen if teaching or assessment needs to continue after the Blackboard switch-off?

eLearning Teams have been working with Schools to identify teaching and assessment that may be affected.

In most cases, replacement courses have been created in Canvas so teaching or assessment (such as dissertation submissions) can continue uninterrupted. If you think you have an affected course that hasn't been identified yet, please get in touch with your eLearning Team as soon as possible.

We recognise that, in some cases, it isn't currently clear whether a course will be affected (extensions etc). eLearning teams can respond to these cases as they arise, so please get in touch with them as soon as a support need arises.

How will students be affected by the Blackboard switch-off?

Student learning materials will be migrated over to Canvas courses, ready to begin learning next year.

Student assessment submissions and feedback from previous years will not be immediately available in Canvas and will be saved separately to an archive area.

We strongly recommend students download assessments or information they would like quick access to before the Blackboard switch-off; particularly Submissions, Feedback, Discussions and Wikis. This message has been communicated to students since March 2025 through multiple channels.

If students need to access this information after this date, they will need to raise a ticket via Connect.

Building courses in Canvas

When can I start building my course?

You can now begin building your courses in Canvas.

We advise you to access training and build your Semester 1 courses as soon as possible. This will enable you to understand Canvas and allow plenty of opportunity to access support, if needed.

What do I need to do to build a course? How do I do it? Where do I go?

When logging into Canvas (https://canvas.manchester.ac.uk/) you will see your Dashboard in the left-hand menu.

In your Dashboard, you should see some unpublished courses:

- Your 2025/2026 teaching spaces
- Your Semester 1 (and some full year) migrated content from Blackboard, that have 'BB_MIGRATED' in the title.

Access the Course Unit Canvas Standards from the Help menu of Canvas for instruction on how to build your course to the agreed standards.

A link to the Digital Learning Service Portal can also be found in the Canvas Help menu. This takes you to the Connect ticketing service through which you can request help from your eLearning team (search for the 'Blackboard, Turnitin, Canvas & eLearning' ticket type).

If you encounter any issues, please contact your eLearning team with your support requirements to receive help and guidance.

Do I need to use the template that is already in my course? How do I use the template? What standards am I expected to meet?

You should use the template applied to your 2025-2026 course units to build your courses with confidence.

The feedback we repeatedly receive from students is that they would like more consistency and predictability when navigating around their courses, so they know where to find what they need.

The template is an agreed written set of instructions, and these are informed by the university-wide agreed standards.

If you follow the instructions within the template, you will produce a course that adheres to the university standards. If you are unclear at any point how to build your course to adhere to the template, contact your local eLearning team for help.

How much time am I expected to spend on the transfer and course build?

We estimate an average of 2-3 days will be needed to build a course.

There are exceptions to this, so please ask for support from your Faculty eLearning teams if you are finding the course building too time consuming

Where do I find the time to build my course? Who is responsible for my course?

For Semester 1 and Full-Year courses, you should aim to have your course published by the end of August. In most cases, students will have access to the course from Monday 8 September.

Faculty Leadership Teams have communicated that this work is part of the normal academic workload. The responsibility for the quality of the content lies with the academic colleagues, specifically the Unit Lead, teaching the course.

Will support be available for colleagues with heavier workload, such as implementing large question banks in Blackboard quizzes?

We will automatically migrate everything from Blackboard to Canvas with the help of our migration partner, K16 Solutions. This means you will have your Blackboard content available to repurpose in your Canvas courses.

Please contact your local eLearning team, who can help with the migration of any complex or unusual content, such as large question banks. However, if you are experiencing workload issues, you should raise this with your local Manager.

Will courses be created in Canvas ready for colleagues to build content?

Everything is now in place to allow you to begin building your courses in Canvas.

Semester 1 content has been migrated from Blackboard. Enrolments to the 2025/2026 spaces has been completed and content should be visible on your Dashboard. Courses to be taught from September 2025 should be prioritised to be built first.

If you cannot see either your 2025/2026 course space or your course containing migrated content from Blackboard, please contact your local eLearning team.

Should we now see all 2025/2026 Semester 1 units on Canvas?

Yes, all 2025/2026 Semester 1 units are now available ready to build in Canvas. If you cannot see your course, please contact your local eLearning team who can provide support.

When will new course units, never before used in Blackboard, appear in Canvas?

Canvas is integrated with Campus Solutions. When your course has been set up in Campus Solutions with an active class scheduled for next term, you should see the course appear in Canvas.

What should we do if courses are missing on Canvas or we need to request access to specific units?

Your local eLearning team will be able to support if any expected courses are missing and they can provide access to specific units.

Can we create a departmental page in Canvas that automatically links to all course menus and updates across all pages in our department?

For any specific tasks such as this, we advise speaking to your local eLearning team who can support you to find the best solution and help resolve the issue.

How can we make our Modules and Pages more interactive and aesthetically pleasing? Is there a bank of free images available on Canvas?

The University of Manchester has a resource library in which you can find free for use images and videos to support your Canvas pages. https://www.staffnet.manchester.ac.uk/brand/visual-identity/guidelines/photography/asset-management-system/

There are also sites such as Unsplash with free licence images https://unsplash.com/ or you can use Google Images and search for files with a Creative Commons licence.

If you are unsure about images to use you can contact the Library Services https://subjects.library.manchester.ac.uk/copyright.

When will we have access to the Block Editor in Canvas?

Block Editor is currently under development with Instructure. We hope to have the Block Editor function soon and will update colleagues when this becomes available.

Why can I not link HTML pages (like PDF or Word) in Canvas?

This was previously an issue due to a security configuration setting, which has now been resolved. You should now be able to link/embed HTML (and CSS, JavaScript) within Canvas pages.

Will pedagogical standards be updated and how will this happen?

The standards have been developed with the intention to review and update them annually across all areas of the organisation.

They will be used as a channel for any updates and changes in teaching practice and strategy that impacts how we should be structuring our courses here at the University.

One project goal is to embed a process for reviewing and managing course design beyond the Canvas launch in September 2025.

Faculty specific

School of Medical Sciences students use 1Med. Will our upcoming Year 1 students use 1Med, Canvas or both as part of their learning?

The **1Med** platform is made up of multiple products:

- **1Med Learn** (essentially a WordPress site) is the digital learning environment. For Year 1, the teaching content is being moved to **Canvas**, students will access their digital course materials there.

- The **1Med platform** itself (forms, evaluations, logbooks, etc.) will continue to be used as normal.

Essentially, **Year 1 students will use Canvas for their digital course and learning content**, while all the other elements you mentioned will still run on **1Med**.

 If you would like to explore the School of Medical Sciences plan in more detail, the best people to contact will be:

- [Joel Loutfi](#) / [Kenny Borland](#) (Teaching & Learning Managers)

- [Reinis Jones](#) (Project Implementation & Client Relationships Manager)

Features and integrations

Are the applications supported in Blackboard also supported in Canvas?

Most applications supported in Blackboard will be supported in Canvas. We have implemented the LTI for VoiceThread, and other frequently used applications such as Pebblepad, Piazza, Cadmus, BuddyCheck, Blackboard Ally, Kortext.

Will all Learning Tools Interoperability (LTI) tools be available that were available in Blackboard? If so, will they work the same?

Yes, all third-party tools integrated with Blackboard will be available in Canvas. We have installed and tested all tools, and these are now available in the system.

As we move from Blackboard to Canvas, there will be some differences between how some of the third-party tools function. This is particularly relevant to TurnItIn. We have taken the decision to move away from the native TurnItIn application and go with a deeper TurnItIn integration with Canvas.

The result is a more seamless experience for both students and colleagues. There are some considerations when users rebuild their assessments which will be included in the training and guidance for all LTI tools for users to access.

How does the TurnItIn integration work in Canvas?

TurnItIn will be integrated within Canvas but we will primarily use Canvas's native inbuilt assessment and feedback tools rather than TurnItIn.

These tools offer enhanced functionality and are a huge improvement compared to our existing TurnItIn integration with Blackboard. We anticipate the Canvas tools will be much more reliable and provide a much better student experience.

Will we still be able to access students' submissions on TurnItIn or Cadmus submissions that were graded via TurnItIn?

Yes. This is an independent application to Canvas.

Does Canvas have an equivalent to Blackboard Communities, and will 'community areas' be migrated over?

Yes, Canvas does have community spaces.

Blackboard Communities will be migrated at the same time and manner as all other courses into the same holding space for the teaching staff to copy across into the live space.

Can you form groups with adaptive release in Canvas?

The mechanism for forming groups with adaptive release will be different to your experience in Blackboard, but adaptive or conditional release by groups will be possible in Canvas.

How will interactions with STACK work?

STACK will be available as it is in Blackboard, as this is a standard LTI integration.

Is an LTI integration with Moodle available?

Yes, this work was completed in August 2024. It is important that your account on Moodle is correctly associated with your account on Canvas for the integration to work correctly.

Please contact your local eLearning team for further guidance as to how to do this and use the new integration as there are some significant differences (improvements) to how the integration works with Blackboard.

Will there be integration of Adobe Express?

Adobe Express is not currently integrated with Canvas, but we are constantly reviewing the available Teaching and Learning software, so this may change in future.

When will Canvas Catalog be available?

Canvas Catalog will be available at launch in September 2025. Until the switch-over, Blackboard TDM will still be available.

Will we be able to monitor students' engagement on Canvas through PowerBI?

It will be possible in the future, but we are currently confirming the implementation timelines.

In the meantime, you can use Canvas New Analytics to access valuable insights such as:

- Student activity (page views and participation),
- Student performance (grades and trends),
- Communication tracking (e.g., message students based on engagement),
- Individual student views,
- Missing or late assignments.

You can learn more about New Analytics here: https://community.canvaslms.com/t5/Canvas-Basics-Guide/What-is-New-Analytics/ta-p/73

If a piece of assessment is given an extension, will the academic get a notification when the student has finally submitted after the deadline?

Yes. If the deadline is extended either for the individual student or the whole assignment, it is then treated in the same way as the original deadline when it comes to notifications.

Can an assessment be marked as not eligible for an extension?

There is no feature to lock an assessment to prevent anyone with sufficient permissions from moderating the assessment and adding an extension. The simplest way to achieve this would be add an unpublished note to that assessment, so it is visible to colleagues but not students.

How will Canvas link with PebblePad?

Pebblepad is available within Canvas as a link in the left-hand menu.

How will Canvas manage co-coded units?

These will be managed by 'Sections' within Canvas. Multiple cohorts can be associated with the same unit content, with each cohort being associated with a separate section. The exact process for this, and how it integrates with Campus Solutions, is currently being finalised and tested. More detail will follow.

Will interactive Storyline elements, embedded in Articulate Rise courses, work in Canvas?

We have not yet experienced any major issues when embedding Rise courses; however, they must be exported/imported as SCORM packages. This should preserve the storyline activities as HTML is not an option currently, at least not hosted in Canvas files.

Please contact your eLearning team for further support.

If a marker sets up an alert when coursework is submitted, does this still send an alert if a student has been given a new extended deadline after the original assessment deadline?

Yes. If the deadline is extended either for the individual student or the whole assignment, it is then treated in same way as the original deadline in terms of notifications, etc.

Are you aware of the issue with Cadmus overwriting draft feedback when the final has been submitted, and what workarounds could you suggest?

Any concerns with linked applications such as Cadmus should be raised with your eLearning team.

Migration of data

When will content be moved to Canvas?

Semester 1 content has been migrated from Blackboard to Canvas apart from a small number of courses we are aware of and are prioritising.

We encourage all course Unit Leads to access and review your migrated content at your earliest convenience to understand how your content appears in Canvas.

Semester 2 and Full-Year Current courses have been migrated and enrolment completed. Legacy Courses have been migrated and course enrolment is pending.

Between migration activity, the technical teams are focussing on fixing any issues that occur. If satisfactory, we will begin loading all the other courses including those to be archived.

If something hasn't migrated as you expect then you will have to rebuild it within your Canvas course. Please contact your eLearning team in the first instance if you have any questions.

What data will be migrated from Blackboard to Canvas?

All teaching materials from courses from teaching year 2024/2025 are being migrated from Blackboard to Canvas.

These materials will be grouped in a logical structure so colleagues can access them to copy into their Canvas course space. This will include quizzes, files, videos etc.

We will also migrate non-Campus Solutions spaces (e.g. community spaces) so the content can be re-used as part of the course rebuilds.

How many years' worth of materials from Blackboard will be transferred to Canvas? Will content from previous years' courses also be moved, or only the materials from the current course?

We will have 7 years' worth of materials to migrate from Blackboard to Canvas. This includes:

- **1 year of Current Courses (2024/2025)** – Colleagues will be enrolled onto these courses, ready to copy materials into their Canvas courses. There will never be any student enrolments associated with these courses.

- **3 years of Legacy Courses (2022/2023, 2023/2024, 2024/2025)** – Students and colleagues will be enrolled onto these courses to access previous years' teaching content immediately. These courses will not contain any student or colleague interactions (e.g., submissions, discussion board content etc.)
- **7 years of data as Archived Courses (2018/2019, 2019/2020, 2020/2021, 2021/2022, 2022/2023, 2023/2024, 2024/2025)** – Access to this content will be limited, and students will need to submit a request for this data.

There are some exceptions where eLearning and Teaching colleagues have specifically asked for courses that sit outside the default range to be migrated and archived.

Contact your local eLearning team, who we have been collectively engaging and working with throughout the delivery of this change. They will have the specific requirements for your School/department.

What will Blackboard migrated content look like in Canvas?

Blackboard content will be presented in Canvas in a format designed to enhance user experience.

With any transition to a new platform, format and layout changes are to be expected. Course content may appear different in Canvas, but the user-friendly interface should enhance the user experience.

All teaching materials from 2024/2025 courses will be migrated from Blackboard to Canvas. These materials will be grouped in a logical structure so colleagues can access them to copy over to their Canvas course space.

Will Blackboard quizzes automatically migrate to Canvas?

Yes, quizzes will be migrated and appear as 'New quizzes'.

Most questions will have transferred fully but you will need check or contact your eLearning team to request support you with this task.

Specific question types, such as Computed Questions, will need additional attention which can be requested from your eLearning team.

Will students retain access to past year course material on Blackboard? How can students access material if they forget to download from Blackboard?

Blackboard will not be available for students and colleagues from **Friday 17 October 2025**.

We will migrate 3 years of Legacy Courses (2022/2023, 2023/2024, 2024/2025). We will enrol colleagues and students to these courses so people can access previous years' teaching content immediately.

Student learning materials will be migrated over to Canvas courses, ready for them to begin learning next year. Assessment submissions and feedback from previous years will not be immediately available in Canvas and will be saved separately to an archive area.

After September 2025, if students wish to access prior assessments, they will need to request them via a Connect form through the Central Digital Learning team and it may take some time to process the request.

Can we copy any current content over from Blackboard?

Yes, you can copy current Blackboard content over to Canvas; however, it is recommended checking whether content has already been migrated. Semester 1 migration activity is now complete and Semester 2 should be completed by the end of July 2025.

As part of the data migration activity, we are migrating or archiving identified courses and have a priority order in which we will try to ensure you have what you need for the forthcoming academic year.

All general users will continue to have access until the end of September following which a restricted access will be applied as we close on the term of the contract.

How will students access course materials from previous years of study?

If students wish to access materials from the last 3 years, this should be available in Canvas. If they want to access materials prior to this, students will need to submit a request to their eLearning team.

We have asked students to download their previous years' course submissions and materials to ensure they have all they need as an extra measure.

How will courses be migrated that may not be taught in the next academic year but will be taught in following years?

Included in the migration will be 3-years of Legacy Courses, (2022/23, 2023/24, 2024/25). Your course will be available in Canvas to be used as the foundation of the new course that you wish to create for the next academic year.

Has the migration factored in units moving from Semester 2 to Semester 1 next year?

Migration has been based on an initial default period, but specific courses can be migrated as needed.

What will happen with MA dissertation submission and marking where submission straddles the transition period?

The official Canvas launch is the beginning of Semester 1 (w/c 22 September 2025). From this date, all teaching should take place in Canvas.

Blackboard will be unavailable to students and colleagues from Friday 17 October 2025. We recognise that, for certain cases, follow-on activity will be needed in Blackboard, including dissertation marking and courses that don't follow standard academic timelines.

eLearning teams have been identifying scenarios where challenges could be presented. We are investigating solutions to accommodate activity taking place after Friday 17 October cut-off. Details will be communicated as soon as we have something more specific to share with you.

I am a member of staff and completed my MA as a student a few years ago. Will my course content be migrated?

All student data currently in Blackboard will be saved to an archiving solution meaning your content will not be instantly available. If you wish to access your previous materials from September, you will need to submit a request to your eLearning team.

Students have been advised to download any historical Submission and Feedback content from Blackboard ahead of the next academic year through Student News channels and Blackboard Announcements.

You can raise a support ticket with Faculty eLearning teams in Connect if you require assistance downloading content. https://student.connect.manchester.ac.uk/csp

Will course content be migrated if the course code and name changes?

All course content will be migrated into a holding space based on data held in Blackboard for 2024/2025. You can then create a live version of your course, adhering to the pedagogy and template standards.

2025/2026 courses will be created, based on data from Campus Solutions, so you can transfer content across from your migrated course space to the live version.

How do I arrange for other Blackboard course units to be uploaded?

Please contact your eLearning team if any courses are missing that you wish to see.

I can't see my existing reading lists but am given the option to create new ones. Should I do this?

Your lists for 2025/2026 should now appear in Canvas and are ready to edit.

If you are unable to see your reading lists, contact the team and they can support Uml.readinglists@manchester.ac.uk.

How do we request units older than 3-years to be migrated to Canvas?

Migration has been based on an initial default period:

- Years 1 - 3 in Canvas (2022/23, 2023/24, 2024/25)
- Years 4 - 7 in K16 Scaffold Archive (2018/19, 2019/20, 2020/21, 2021/22)

eLearning Teams have had the opportunity to overrule the above if specific courses need to be migrated under Current Course, Legacy Course or transitioning to Archive.

If any courses are missing that you expected to see, please contact your eLearning team.

Have Blackboard Tests been migrated intact?

If the Tests sit within Blackboard, then they have been migrated fully.

If not, they will be held in the application in which they were created.

How will non-TurnItIn assessments be migrated across from Blackboard?

Assignments and Tests created in Blackboard will appear as Canvas Assignments and Quizzes with similar features and settings.

Any non-Blackboard elements created in another application (e.g. Cadmus) will appear within that application linked to Canvas. All applications available through Blackboard will also be available through Canvas.

Will Community Blackboard pages in the Organisations area be migrated?

Yes. All Community and Organisation spaces will be migrated to Canvas as course units. New spaces can be created by your eLearning team, if needed.

Will it be possible for previous Blackboard exams to be migrated over to Canvas easily?

Yes. All Blackboard and TurnItIn exams will be migrated to Canvas. Exams created in other applications (e.g. Cadmus) will also be available.

How do I retrieve my learning achievements completed on Blackboard?

Training Catalogue and the My Training & Development will still be available so users can see previous completions of any training & development activities.

Completions from Essential Courses for All Colleagues will be added to Training Catalogue in summer 2025.

Postgrad submissions

How will PGT dissertation submissions and other units be managed during the transition from Blackboard to Canvas, especially regarding marking and access after the move?

Any 2024/2025 course activity (marking, etc.) expected to continue beyond Friday 17 October should be raised with your local eLearning team to provision space in Canvas for submissions to take place, rather than Blackboard.

This is to ensure marking and release of grades can take place in Canvas, and students and colleagues will not be affected by the loss of access to Blackboard.

What resources will be allocated to ensure timely mark release for each PGT assessment, given the limitations of Canvas?

Please contact your local eLearning team to discuss resources allocated for PGT assessments.

- Faculty of Humanities https://www.staffnet.manchester.ac.uk/humanities/teaching-support/elearning/help/
- Faculty of Science and Engineering https://connect.manchester.ac.uk/esc
- Faculty of Biology, Medicine and Health https://elearning.bmh.manchester.ac.uk/about/

Student support, training and communications

What guidance, information or training will students receive about how to use Canvas (e.g. in Welcome Week)?

We held workshops in November 2024 and March 2025 to understand students' communication and training needs and preferences.

Students told us they would prefer guidance in a range of formats including video tutorials, written instructions with easily accessible, clear documentation, and interactive formats, like online guides or workshops.

Student Hubs currently support with queries surrounding Blackboard. Canvas information and guidance will be communicated and shared with student onboarding teams and Student Hubs ahead of the rollout.

We plan to host Canvas information stands for new and returning students to help them access information during Welcome Week.

What communications are going to students as part of the transition?

We have developed a comprehensive student communications and engagement plan. Student communications were rolled out in February 2025 with activities for 2025 including:

- Regular communications on student channels,
- Canvas roadshow in spring,
- Digital screens across the campus,
- Social media campaigns,
- Information stands during Welcome Week and the start of academic year 2025/2026.

Additionally, we are collaborating with student onboarding teams and Student Hubs to understand their support needs and co-create onboarding materials.

How will we progress students on interruption, who require access to the previous 2 years teaching and learning spaces which would have been on Blackboard?

We plan to migrate 3 years of past courses from Blackboard to Canvas. A student returning following an interruption will be able to view course content from their previous years of study in Canvas.

This will not contain student submitted data such as discussions and assignment submissions, but there will be a way for them to request access to this data.

Will students on 3-year part-time courses have access to previous years' content in Canvas?

Yes. Our recommendation is that all student submission for previous years is downloaded ahead of Canvas go-live. This is so students have everything they need available.

Student data will be stored in an archive area and can be requested by submitting a request through the Central Digital Learning team via Connect.

Regarding materials for courses listed as needing to be migrated into Canvas, it is recommend speaking to your eLearning team to check whether the course is in the Migration list and not set to be archived.

Please could the SharePoint on Canvas be more user-friendly, I find it very difficult to find the information I'm looking for on the SharePoint.

The SharePoint site has been designed to support colleagues in accessing the information easily. We review regularly to ensure the information and format is as accessible as possible.

Support for colleagues

What support structures are in place for addressing technical issues during and after the transition?

Your first point of contact for any support queries should be your eLearning team. eLearning teams can then consult with ITS colleagues or Instructure directly to help address any issues.

How can colleagues keep informed about system configuration decisions?

Regular updates and communication channels will be established.

Your first point of contact for any support queries should be your eLearning team. eLearning teams can then consult with ITS colleagues or Instructure directly to help address any issues.

Are colleagues expected to fit the course build into their existing workload?

Yes, this transition period will require more time for colleagues to rebuild their course, but we have made it easy as possible for colleagues to engage with rebuilding courses:

- Course spaces have the UoM Template containing instructions on how to rebuild courses.
- The Course Unit Canvas Standards are available in Canvas and the microsite.
- Blackboard content has been migrated to reuse in Canvas courses.

We would expect you to do this rebuild as part of your annual course review, with it taking slightly longer this year as we move between systems.

Training is available to ensure everyone feels supported and can get answers to queries in a timely way.

What are the expectations of teaching colleagues to help them plan their year? Ideally, we would spread support with Canvas throughout the year to avoid a concentration of work in the final weeks before go-live.

As Semester 1 materials have now been migrated from Blackboard, colleagues can now start building courses in Canvas when convenient to your schedules and workload ahead of the September go-live.

What measures are in place to support the eLearning teams with the big change to their workload?

Additional eLearning colleagues have been or are being recruited in all teams to help throughout the transition.

Where can I access wellbeing support if I am feeling overwhelmed with workload?

Workload is a big concern for so many of us and affects our wellbeing. If you are worried about your wellbeing and don't feel comfortable talking to your line manager about this, you can get in touch with your local Wellbeing Champion who can signpost you to appropriate support.

There are hundreds of champions across the university. You can find out if there is a Staff Wellbeing Champion in your area by contacting wellbeing@manchester.ac.uk.

What backup or workarounds have been put in place if Canvas were to go down after we have fully transitioned and no longer have access to Blackboard?

Following the cyber incident in 2023, all business areas should have a Business Continuity Plan (BCP). A plan will be developed for Canvas as we had for Blackboard. Details of this will be communicated out when appropriate.

Can we host relevant materials for our summer school (June-July) on Blackboard this year? Do we need to move our summer school information to Canvas beforehand for our summer school taking place in 2025.

You should be able to host the relevant materials on Blackboard for this summer.

Please contact your eLearning teams or further support.

Will Canvas have the same degree of functionality for interactive tasks built using external software?

We would recommend you contact your eLearning team at the earliest opportunity to assess the interactive content to see if it can be migrated seamlessly into Canvas or whether it may need to be rebuilt or adapted.

What changes will there be for PS teams who support teaching and learning?

eLearning teams will have a new better documented system to use for support. These teams are closely involved in learning how Canvas works and its functions.

Regarding Assessment & Progression and Curriculum & Programmes teams, we will ensure to provide as much training and reference documentation as possible.

We are updating Campus Solutions guidance along with the SSRD team to ensure people have access to Canvas specific information. We have set up Canvas based on current ways of working in terms of scheduling and management of courses in Campus Solutions. Changes for colleagues who work with Campus Solutions should be minimal.
The way Canvas is set up in its structure allows us to provision access at an 'account level'. This means support colleagues will have access to multiple courses in their areas without need to enrol themselves individually on a course in Campus Solutions.

We will be soon to be undertaking a 'deep dive' on assessment functionality in Canvas and try to provide a clear 'Blackboard vs Canvas' view of how assessment works to both Academic and PS colleagues.

Training and guidance

Where can I find support and training for Canvas?

Faculty eLearning teams have developed training materials and resources to support their colleagues in the transition to Canvas. Colleagues can access training and guidance (including face-to-face drop-in and online sessions) through the links below:

- Faculty of Biology, Medicine and Health
  https://elearning.bmh.manchester.ac.uk/training/canvas-training/
- Faculty of Humanities
  https://sites.manchester.ac.uk/humteachlearn/canvas-readiness/#training
- Faculty of Science and Engineering
  https://www.teachingcollege.fse.manchester.ac.uk/canvas

A University-wide Training Working Group has been established to support the consolidation of training materials to be accessed from a central area. A suite of materials accessible to all colleagues is being developed and will be part of the future guidance and support available for Canvas.

When should I attend training?

Please contact your local eLearning teams to find out when you can access training. You can also find training and support information on the Canvas microsite: https://livemanchesterac.sharepoint.com/sites/UOM-FLP-CLE-CANVAS

Will drop-in training sessions be available during the summer, bearing in mind most of us will be working on the new Canvas sites then?

Faculty and eLearning teams in other university areas have shared their approach to local training. Please contact your local eLearning team for details of planned drop-in sessions.

Will PS colleagues (Curriculum & Programmes) not involved in teaching and assessments aspects of Canvas require training and support?

Please contact your local eLearning teams. You can also find training and support information on the Canvas microsite: https://livemanchesterac.sharepoint.com/sites/UOM-FLP-CLE-CANVAS